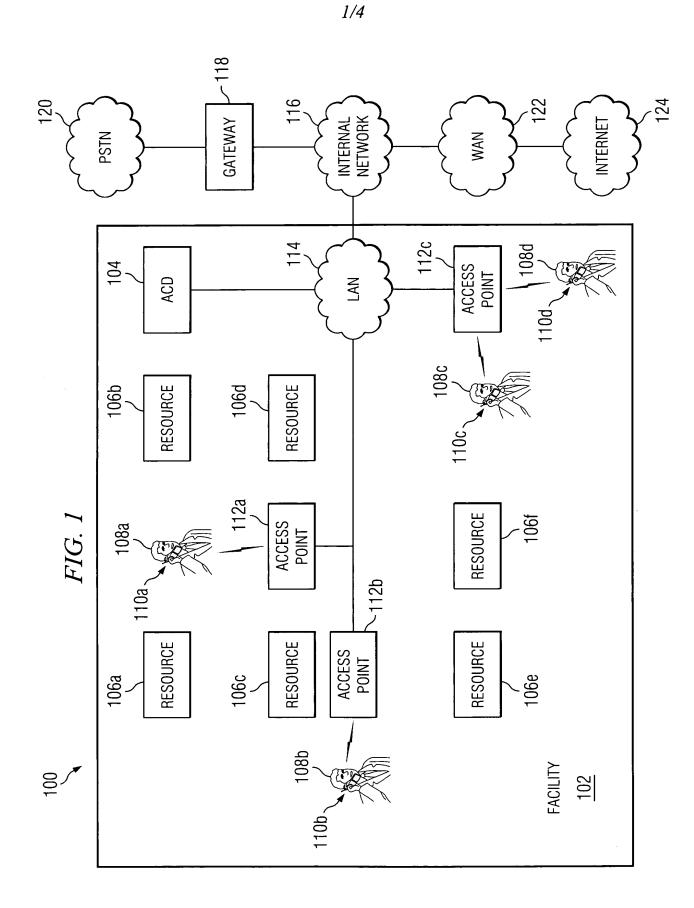
Method and System for Automatic Call
Distribution Based on Location Information
for Call Center Agents
Attorney Docket No. 062891.1234
Inventors: Shmuel (nmi) Shaffer et al.
Filed: March 3, 2004
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114 LAN 104 FIG. 2 **NETWORK INTERFACE** - 212 202 CODE 214 224 **PROCESSOR AGENT STATUS AGENT** 216 **DISTRIBUTOR** 

210-

**SKILLS** 

**AGENT** 

LOCATION

**AVAILABILITY** 

**RESOURCE** 

**LOCATIONS** 

218

220

222

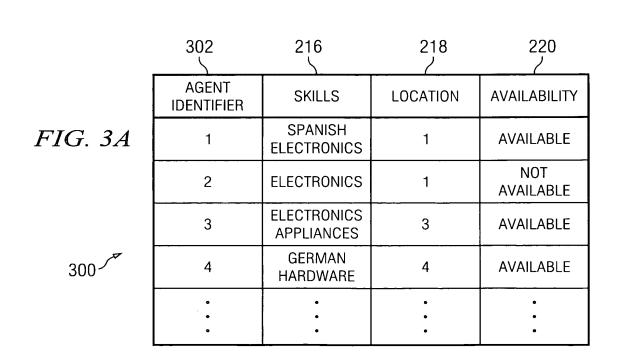
204 -

206 -

208 -

QUEUE

**OBSERVER** 



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304	306	308			
RESOURCE	LOCATION	NEARBY AREAS			
ELECTRONICS DEPARTMENT	1	2, 3			
LUMBER DEPARTMENT	2	1			
APPLIANCES DEPARTMENT	3	1, 4			
HARDWARE DEPARTMENT	4	3			

FIG. 3B

301

310	306				
312		REQUESTED RESOURCE LOCATION			
		1	2	3	4
POSSIBLE AGENT POSITIONS	1	10	7	6	1
	2	7	10	7	5
	3	6	7	10	8
	4	1	5	8	10

FIG. 3C

500 **START** 502 -RECEIVE REQUEST FOR CONNECTION WITH AGENT 504 -**DETERMINE AGENT LOCATIONS** 506 -SELECT PREFERRED AGENT/COMMUNICATION PATH USING STATISTICAL ANALYSIS 508 MOVE NO AGENT? YES **REQUEST MOVE** 512-MOVE NO **CONFIRMED?** 514 YES CONNECT WITH PREFERRED AGENT 510 FIG. 5 **END** 

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